

# Tenant Scrutiny Board

## Inquiry into Annual Tenancy Visits

### Introduction

The Tenant Scrutiny Board is undertaking an Inquiry into Annual Tenancy Visits. As part of this they are asking housing officers, tenants and housing managers for their views.

Housing Managers are asked to look at the questions below and give the Tenant Scrutiny Board their views.

Please use the space available to give us your opinion.

### ATV VISITS

Do you think it's possible for your staff to undertake 100% ATVs?

No because if a tenancy holder ends their tenancy before an ATV is completed then this won't be recorded even if we complete an ATV for the new tenancy holder.

Do you think the questions asked are the right questions or should we be asking other questions (if so what would those be?)

Yes because we need to know the outcome of the visit to pick up all safeguarding issues and helath & wellbeing of the tenancy holders

Do you think your staff spend too much time repeat calling?

Yes because the ATV's are supposed to be anonymous, carried out without notifying the tenancy holder. I do understand the reason why we have to cold call, but this does cause repeat calls

### HOW SHOULD WE USE THE INFORMATION RECEIVED?

Do you think you do enough with the information collected?

Yes

### WOULD YOU LIKE TO TELL US ANYTHING ELSE REGARDING ATVS?

No

Thank you

Please return by 12<sup>th</sup> December to;  
Peter Marrington, Head of Scrutiny and Member Development  
4th Floor West Civic Hall, Leeds